



PERFORMANCE REPORT CARD

Workforce Solutions Department
Fourth Quarter, Fiscal Year 2016

KEY ISSUES

New Mexico's workforce system continues to struggle with high unemployment rates resulting in persistent pressure on the Workforce Solutions Department to provide training and employment opportunities to dislocated individuals. However, the unemployment benefits trust fund has continued to stabilize contributions and build reserves.

AGENCY IMPROVEMENT PLANS

Submitted by agency? Yes
Timeline assigned by agency? No
Responsibility assigned by agency? Yes

Unemployment Insurance Trust Fund Annual Results (in millions)

Total Contribution Revenue	\$ 370.5
Total Benefit Payout	\$ 203.1

Source: WSD

The Workforce Solutions Department (WSD) experienced mixed performance outcome in FY16. The agency met or exceeded targeted performance for many training and employment connection services but fell significantly below target for the number of youth receiving services from local workforce boards. The Unemployment Insurance (UI) trust fund showed continued growth in building reserves after near insolvency during the Great Recession. At the end of FY16, the UI trust fund balance was \$327 million after total benefit payouts of \$203 million.

Unemployment Insurance.

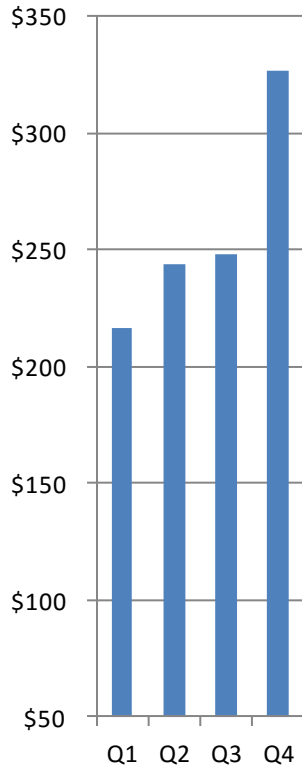
The Unemployment Insurance program met or exceeded nearly all targeted performance outcomes with the exception of the average wait time to file a new UI claim. It will be important for the agency to reduce this time in the future to ensure timely access to an essential safety net program. WSD reported the agency answered an average of 5,746 calls per week during the final quarter of FY16.

Measure	FY14 Actual	FY15 Actual	FY16 Target	FY16 Actual	Rating
Eligible unemployment insurance claims issued a determination within twenty-one days from the date of claim	79%	95%	75%	91%	G
Accuracy rate of claimant separation determinations	88%	89%	75%	93%	G
Average wait time to speak to a customer service agent in unemployment insurance operation center to file a new unemployment insurance claim	New	New	15 min.	20 min.	R
Average wait time to speak to a customer service agent in unemployment insurance operation center to file a weekly certification	New	New	15 min.	15 min.	G
First payments made within fourteen days after the waiting week	84%	92%	85%	92%	G
Program Rating					Y

Employment Services. The Employment Services program met or exceeded nearly all targeted performance outcomes with the exception of number of individuals receiving Wagner Peyser services. Wagner Peyser is focused on providing a variety of re-employment services including job search assistance, referral, and placement assistance. As the state continues to struggle with higher than average unemployment rates the agency's continued focus on connecting dislocated workers to re-employment services will be necessary to improve state-wide economic outcomes.

Measure	FY14 Actual	FY15 Actual	FY16 Target	FY16 Actual	Rating
Average six-month earnings of persons entering employment after receiving Wagner Peyser employment services	\$13,122	\$13,553	\$12,500	\$13,748	G
Individuals receiving Wagner Peyser employment services	121,727	98,489	150,000	91,704	R
Unemployed individuals employed after receiving Wagner Peyser employment services	53%	58%	51%	57%	G
Individuals that have received Wagner Peyser employment services retaining employment after six months	75%	80%	70%	80%	G

FY16 Unemployment Insurance Quarterly Trust Fund Balance (in millions)



Recently separated veterans retaining employment after six months	71%	74%	65%	73%	G
Disabled veterans entering employment after receiving workforce development services	42%	44%	45%	46%	G
Average six-month earnings of persons entering employment after receiving veterans' services	\$16,522	\$15,841	\$16,000	\$17,429	G
Program Rating					G

Labor Relations. The Labor Relations program did not meet targeted performance outcomes for the number of days to make a determination in a charge of discrimination or the number of registered apprentices. The agency reported a backlog of discrimination cases due to high vacancy rates in the labor relations program. However, a plan to redistribute the caseload is currently underway to improve performance.

Measure	FY14 Actual	FY15 Actual	FY16 Target	FY16 Actual	Rating
Wage claims investigated and resolved within ninety days	91%	100%	91%	93%	G
Average number of days to investigate and issue a determination of a charge of discrimination	New	New	180	203	R
Apprentices registered and in training	New	New	1,320	1,281	R
Compliance reviews and quality assessments on registered apprenticeship programs	New	New	6	6	G
Program Rating					Y

Program Support. Program Support met or exceeded nearly all targeted performance outcomes except on number of youth receiving Workforce Innovation and Opportunity Act services (WIOA). Since WIOA services are provided at the regional level, local workforce boards are responsible for both providing services and recruitment. New Mexico should consider better leveraging local educational institutions for outreach to youth for WIOA services.

Measure	FY14 Actual	FY15 Actual	FY16 Target	FY16 Actual	Rating
Youth receiving Workforce Innovation and Opportunity Act services as administered and directed by the local area workforce boards	New	New	1,400 (rolling)	856	R
Youth that enter employment or are enrolled in post-secondary education and/or advanced training after receiving Workforce Innovation and Opportunity Act services	New	New	57%	59%	G
Adults and dislocated workers receiving Workforce Innovation and Opportunity Act services	2,193	3,023	2,600 (rolling)	2,805	G
Individuals that receive Workforce Innovation and Opportunity Act services that retain employment	87%	93%	85%	90%	G
Program Rating					Y